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# **The National Capital Area Multi-Service Market Office**



# TRICARE Governance Plan

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- **There are three TMA TRICARE Regional Offices (TROs) aligned with three TRICARE regional contracts in the United States.**
- **Regional Directors of TROs have knowledge of all assets, costs, and expenditures and can make recommendations to the Services regarding the flow of dollars and staffing in their respective regions. Regional Director positions will be filled by a military flag officer or a Senior Executive Service (SES) civilian.**
- **Market management is a key responsibility for the Senior Market Managers, MTF Commanders, and for the three TRO Regional Directors. Senior market managers are responsible for developing a single, integrated business plan for their respective markets.**



# Definition of a Market

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- **A TRICARE market is a significant density of TRICARE users including the existence of significant beneficiary healthcare costs and is designated in the new TRICARE contracts as Prime Service Areas.**
- **The TRICARE contractor develops provider networks in these Prime Areas that include, but not restricted to, the forty-mile radius around MTFs, Base Realignment and Closure (BRAC) sites and any additional sites proposed by the contractor.**
- **The TMA and the services have defined 182 Prime Service Areas across the United States where the Managed Care Support Services contractors are required to develop a Prime provider network.**



# Definition of a Multiple Service Market

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- **Multiple service markets are those Prime Areas in which more than one Service military treatment facility is present, and significant beneficiary health care costs exist.**
- **The NCA is one of 13 markets in which more than one Service military treatment facility (MTF) is present, and is referred to as a multiple service market.**
- **The Surgeons General will designate a Senior Market Manager who is responsible for coordinating the development of a single business plan representing all the MTFs located within the respective multiple service market**



# Responsibilities and Powers of the Senior Market Manager

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- 1. In multiple service markets, the Senior Market Manager will be responsible for coordinating the development of a single, integrated business plan. This includes integrated plans for appointing services, resource sharing (among the Services and with contractor support), optimization initiatives and DoD/VA sharing opportunities.**
- 2. Leads a collaborative process to develop a consolidated business plan for the market and to jointly work resource issues.**
- 3. Make recommendations concerning short-term operational decisions to address unanticipated changes in staffing and/or demand for patient care services.**
- 4. Recommend temporary reassignment of staff within the market. Recommendations agreed upon by the MTF Commanders may be implemented locally.**
- 5. Disputes between MTFs in a multi-service market will be adjudicated through the chains of command of the involved Services and in accordance with the dispute resolution process.**



# TRO and MSMO Differences

## TRO

### Program/Policy Focus

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- Develop of business plans for non-MTF areas (e.g., BRAC sites), remote areas, and those areas in which a Service Surgeon General requests Regional Director support.
- Manage the TRICARE contracts for all eligible MHS beneficiaries in the region
- Ensure network quality and adequacy including provider issues
- Monitor customer satisfaction outcomes
- Manage TRO customer service issues

## MSMO

### Delivery and Execution Focus

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- Responsible for coordinating the development of a single, integrated business plan
- Leads a collaborative process to develop a consolidated business plan for the market and to jointly work resource issues
- Develop and submit the business plan for the market.
- Develop and implement joint programs in multiple service market areas.
- Identify and develop sharing initiatives with the Veterans Health Administration



# TRO and MSMO Differences

## TRO

### Program/Policy Focus

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- Coordinate appointing and referral management policies
- Address enrollment issues
- Contracting and fiscal management
- Regional marketing and education
- Oversee contractor credentialing
- Develop TMAC waiver packages
- Approve resource sharing agreements
- Ensure contract support for MTF optimization
- Approve MOU's with the contractor
- Fee determination official

## MSMO

### Delivery and Execution Focus

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- Help manage the care of all MTF Prime enrollees under Revised Financing.
- Develop Memorandums of Understanding with the managed care contractor as required in the contracts.
- Make recommendations concerning short-term operational decisions to address unanticipated changes in staffing and/or demand for patient care services, including recommendations to temporarily reassign staff



# National Capital Area Market Map

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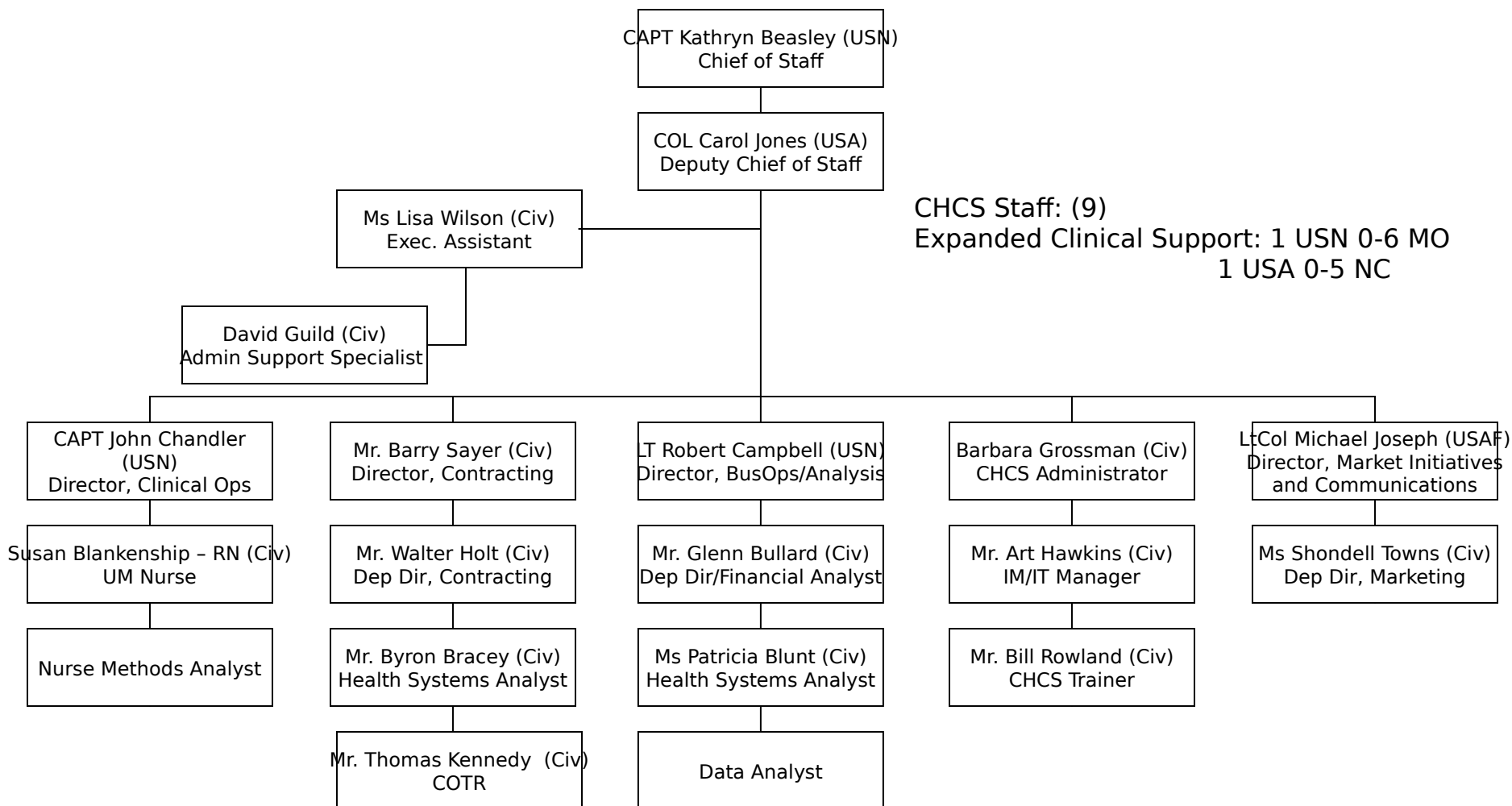
The National Capital Area (NCA) geographic definition is the boundary formed by the 40-mile catchment areas of Bethesda, DeWitt, MGMC, WRAMC, and the 20 mile PRISM areas of Annapolis, Bolling, Dilorenzo, Kimbrough, Patuxent River, and Quantico.

National Capital Area Market total enrollee population, as of May, 2005 (M2): 280, 505

NCA enrolled beneficiary population is approximately 62% of the total NCA eligible beneficiary population (453,532) (M2).



# NCA MSMMO Organization





# Organizational Mission

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The NCA MSMO employs joint strategies among the Services to integrate the delivery of the health benefit to MHS beneficiaries.



# NCA Multi-Service Market Office Functions

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## **Achieve a Coordinated MHS Delivery System by:**

1. Developing and implementing a single, integrated Business Plan that includes all MTFs in the NCA.
2. Optimizing MTF capacity across the NCA.
3. Facilitating and coordinating access to care throughout the NCA.
4. Developing integrative or alternative business strategies throughout the NCA.
5. Optimizing the utilization of resources throughout the NCA.



# Directorate Functions

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- **Contracting Directorate**

- Procurements and MTF direct contract coordination in coordination with managed care contracts
- Development and review of MOUs

- **Clinical Operations**

- Coordination and development of joint strategies to facilitate and optimize market healthcare delivery of primary and inpatient care, capacity management, referral management and appointing.
- Develop, manage and facilitate clinical chartered groups.

- **Information Management**

- Coordination and development of Service Level Agreements regarding the selection, procurement, management and transformation of shared information systems utilized by NCA MTFs.
- Management and support of the shared CHCS NCA Single Host
- Support for development of new initiatives in automation support



# Directorate Functions

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- **Marketing Initiatives and Communications**
  - Establishing communication pathways: internal and external
  - Chartering communities of interest to optimize operations
  - Communications and Education Advisory Teams
  - Facilitating Services' MTF Education and Training Collaboration
- **Business Operations and Analysis**
  - Analyses of market assessment metrics from Department of Defense (DoD) and HNFS to enable data-driven decisions for market initiatives.
  - Collaborate with Service and MTF representatives on business case analyses (BCA) affecting the market.
  - Examine innovative ways to optimize the direct care system and reduce revised financing invoices (RFIs) throughout the NCA



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# Questions?

National Capital Area  
Multi-Service Market Office  
6900 Georgia Avenue, NW – C Wing  
Washington, D.C. 20307-5001  
(202) 356 - 0785